



SEAHARBOR

AGENCIES

ISO 9001:2015 POLICY

December 2023

The information in this manual, including any attachment(s), is confidential and intended solely for Seaharbor Agencies' employees, shareholders of Seaharbor Agencies, Seaharbor's stakeholders, and ISO auditors from LRQA. Unauthorized disclosure to and

Preface

This quality policy underlies the quality management system that guides Seaharbor Agencies in meeting the requirements and desires of the customer and the necessity of continuous improvement in a dynamic and demanding environment. Through this policy, Seaharbor Agencies commits to these requirements and to a certain quality of its operations. This document is intended to inform relevant stakeholders about the policy that Seaharbor Agencies follows and applies in its activities. This document is dynamic and will be continuously adjusted and improved by internal and external factors to meet the organization's needs and customer requirements.

With this quality policy as a guide, Seaharbor Agencies has successfully pursued its ISO 9001:2015 certification and/or its maintenance.

Scope ISO 9001:2015

“Coordinating and supervising operational activities of domestic and foreign shipping in the port and territorial waters in and around Curacao and the financial settlement thereof”

Introduction

Seaharbor Agencies strives, in all its operations, just like in the activities of other partners Seaharbor Supplies & Seaharbor Services, to radiate quality and be a leader for the island of Curacao. The statement is often made, "Seaharbor Group/Agencies adopts standards and values from European or American perspectives." Seaharbor Agencies aims to assist European clients in a respectful manner.

This quality policy serves as a reflection of how Seaharbor Agencies operates and what can be expected as a customer or stakeholder. This document is also intended to inform everyone involved about the company's quality perspective and the quality policy is regularly reviewed and updated to ensure its effectiveness and continued alignment with the needs and expectations of our customers.

All our employees are made aware of this policy and are encouraged to follow it and contribute to its implementation.

Policy Framework

The policy framework of Seaharbor Agencies' quality policy consists of various elements supporting the principles and objectives of the policy. The important elements included in the policy framework of Seaharbor Agencies are:

1. **Customer Focus:** The policy framework emphasizes that customer satisfaction is a priority, and the organization focuses on understanding and meeting the needs of its customers. Seaharbor Agencies does this in various ways and considers it one of its main focal points.
2. **Continuous Improvement:** The policy framework recognizes the importance of continuous improvement and states that the organization is committed to identifying and implementing improvements in its processes and services. Continuous improvement is necessary given Seaharbor Agencies' strategic direction of growth perspective. Feedback from stakeholders is essential herein.
3. **Employee Involvement:** The policy framework emphasizes the importance of employee engagement and participation. Employees are encouraged to take responsibility for quality and contribute to improvement initiatives for the entire organization. Seaharbor Agencies further emphasizes the importance of employee involvement throughout the Seaharbor Group to create synergy effects and showcase Seaharbor's 'all-in-one maritime service and product provider' character.
4. **Compliance:** Seaharbor Agencies emphasizes the importance of compliance with local procedures and recognizes the importance of complying with all legal and regulatory requirements applicable to its activities.
5. **Development:** Seaharbor Agencies is a young and dynamic agency continuously working to develop its activities, and where opportunities arise, expand with different activities/needs from the customer.
6. **Communication/Network:** Crucial for the agency's growth and, consequently, the overall company's presentation is primarily to maintain and build a broad network.

This policy framework described above can be found and elevated through all processes and documentation. The overall policy is structured on these pillars of support and reflects the expected way of working.